



**Business Services Team
Meeting Minutes**
October 13, 2005
WorkSource Renton, Room A
919 SW Grady Road, Suite 125
Renton, WA 98055-2980

Attendees: Ross Hamann, Frankie Arteaga, Min Song, Dan Bernard, Rafeeka Gafoor, Nadine, Pam Cone, Gary Smith, Jeannie House, Lu Jewell, Candice Bluechel, John Strong, Sue Ambler and Bill Tarrow.

Facilitator: Bob Bartusch
Guests: beverly Kimble, Jon Tran
WWA Staff: Holly Parkin
Sponsor: Michelle Mann

GMAP presentation: beverly Kimble

An example GMAP slide presentation was presented. This portion(s) of the report is discussed mostly with the ES Commissioner, and she decides what is presented to the Governor. Performance measures were explained from the report for WorkSource services.

SKIES:

Jon Tran from SKIES team was introduced. Tran responded to several issues with business services and explained SKIES capabilities. A subcommittee was formed that will take suggestions from statewide Business Services Task Team, compose recommendations and communicate to SKIES change control board.

Assignment: Michelle Mann will contact Peggy Zimmerman from the SKIES team and request a representative to serve on subcommittee.

Committee members include:

Pam Cone	Lead, with designee(s) from local BSU
Candice Bluechel	Benton-Franklin
Dan Bernard	Seattle-King Co.
Jeannie house	Pacific Mountain
Frankie Arteaga – reserving commitment	Spokane
Michelle Mann	Oversee and present to WEOC
Holly Parkin	WWA

Tour of WS Renton Business Services:

A tour of the WorkSource Renton was offered by the Business Services staff.

GMAP – Where do we go from here? SKIES Suggestions:

Discussion points – duplication/merging of employer records, job order start date versus actual start date of employment and future SKIES enhancements.

- Gary Smith explained West Region SKIES Changes- The survey enhancement for employer services.

Core Services for the Business Customer:

Employer Core Services document was discussed, suggestions/alterations were given. Motion to accept 10-bolded fields with minor changes, passed unanimously. Team added the following criteria for document:

- These services are not necessarily on-site or free, but are base minimum.
- This document is meant for this team, not for marketing purposes.

Assignment: Team members will bring additions and suggestions to next meeting.

Assignment: Frankie Arteaga will determine if translations services are a required statute and bring answer to next meeting.

Wrap UP/Future Discussion Items:

- How do we address the labor shortage and the employer success in filling positions? – Discussion moved to November meeting.

Assignment: Pam Cone and Bill Tarrow will bring in statistics and/or more information to November meeting on the above issue.

- Performing better with partners – addressing policy of allowing access to employer information and job seeker information will create more people off UI, more employers served.
- Quality Improvement – marketing materials for businesses.

Assignment: Michelle Mann will address Marketing Team materials issues to the WWA Board Meeting.

Next Meeting:
November 16, 2005
9:00 a.m. to 3:00 p.m.
WorkSource Renton

November Agenda:

1. Business feedback – Mike Hudson, Association of Washington Businesses (AWB).
 - Protocol - What to do when a business complains (Karen Lee, Mike Hudson).
2. Core Services Document (Service descriptions) Additions/Revisions to agreed upon 10-items.
3. How do we address the labor shortage and attain employer success in filling positions?

Next Quarterly Meeting:
January 18, 2005
9:00 a.m. to 3:00 p.m.
Seattle, WA
(Location to follow)

January Agenda:

1. Progress report from SKIES sub-committee.

